

# DOLIR REVIEW

July 2002

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## Governor Nominates Two New Commissioners to Labor Commission

Governor Bob Holden nominated two outgoing lawmakers to the Labor and Industrial Relations Commission.

Rep. John Hickey, D-Bridgeton was selected to serve as the employee representative on the Commission, and Sen. David Klarich, R-Clayton was selected to serve as the employer representative.

Both nominations are subject to approval by the state Senate.

A reception was held at the DOLIR building in Jefferson City on July 8 to welcome the two new commissioners to the Department.



*(From left) John Hickey, Labor and Industrial Relations Commission Chair Jack Madigan and David Klarich at a recent reception for the new commissioners at the DOLIR building in Jefferson City.*

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**SHANNON  
MUNDT**

**Title:**

*Claims Technician II*

**Division:**

*Division of Employment  
Security*

**Section:**

*Claims Center*

**Location:**

*Kansas City Regional  
Claims Center*

# Employee Profile

**Q** *What do you consider the most important thing your program/division does for Missouri citizens?*

**A** Provide assistance to unemployed workers.

**Q** *How does what you personally do in your job help or affect Missouri citizens?*

**A** By assisting unemployed workers, I can hopefully help them through a rough time. I would also hope to direct them to find new jobs.

**Q** *How do you think what you do could be improved or changed to better serve Missourians?*

**A** I think the current program could be improved by eliminating the 4-week reporting requirement or possibly changing the context of reporting to the Workforce Development office.

**Q** *What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?*

**A** I would say helping the people who truly need our help. The people whose jobs have been eliminated due to no fault of their own.

## Department Institutes New Travel Policies

The July 1 start of the new fiscal year brought with it significant changes to the Department's employee travel guidelines.

### *Changes in Meal Reimbursement for Traveling Workers*

Changes have been made in the Department's meal reimbursement policy in response to a report issued by the State Auditor's office that determined the previous policy on meal reimbursement was not in compliance with Internal Revenue Service regulations.

Effective July 1, DOLIR employees are no longer reimbursed for their meals unless they are in travel status for 12 hours or more. This change should only impact those employees who travel during the day and return home each evening. If

you travel for work and stay overnight in a hotel, you will continue to be reimbursed for meals and other travel expenses.

### *Changes in the Use of Department Vehicles for Business Travel*

Also effective July 1, the Department has implemented a fleet management system for all Department vehicles. Vehicles will be either designated as permanently assigned or as a pool vehicle available for use by all DOLIR employees while on state business.

Employees request the use of a pool vehicle by completing form MODOL-4457 Vehicle Request and submitting it to Supply. The form is available on the Department's Intranet site.

## DOLIR Review is Going On Leave

Dear DOLIR Employees,

DOLIR Review is going on a temporary hiatus during the months of August and September because I will be out on maternity leave.

Check the Morning News on the DOLIR Intranet site at <http://services.dolir.state.mo.us/newsreleases/morningnews.htm> for Department news and other important information any time.

DOLIR Review will be back on a monthly basis starting in October.

*Joann Lindemann*  
Editor

## DIRECTOR'S MESSAGE

### Click It. Don't Risk It.



In May the Missouri Division of Highway Safety launched a campaign to encourage more people in Missouri to wear safety belts. The campaign, called "Click It. Don't Risk It," combines educational messages with an increased law enforcement presence.

The National Highway Traffic Safety Administration estimates that if 75 percent of Missourians would wear their safety belts all the time, then over 100 lives could be saved every year.



So, no matter how much of a hurry you are in, take the time to buckle up, and make sure those in the car with you do too. During the busy summer travel season, Click It. Don't Risk It. The life you save could be yours.

*Catherine Shephard*

## E-mail of Appreciation

----- E-mail Message -----

From: Roy Evans  
Sent: Wednesday, July 3, 2002  
1:31 p.m.  
To: Williams Kathleen  
Subject:

Thank you very, very much  
Ms. Williams.

You have given a great  
amount of assistance to this  
office. Please pass this on to your  
supervisor.

We do not call too often, but  
it makes us feel sooo good to  
communicate with people who  
can display a wonderful and  
professional attitude such as  
yours.

Roy L. Evans

## Letter of Appreciation

### Creve Coeur Olivette Chamber of Commerce

June 12, 2002

Sharon Bax, Deputy  
Employer Accounts Unit  
MO Division of Employment Security  
PO Box 59  
Jefferson City, MO 65104-0059

Dear Ms. Bax:

Thank you for speaking with me today regarding the mistake on my first quarter tax form. Please accept my thanks for taking the time to correct this mistake and for reminding me that you are always available to offer help in completing these forms.

Your assistance is very much appreciated. So often we forget to recognize and thank those people who have taken that extra step—as you have done.

Sincerely,

Vi Smith  
Executive Vice President

677 N. New Ballas Rd., Suite 214

Creve Coeur, Missouri 63141

314-569-3536

Fax 314-569-3037

## June Conferences Keep Department Employees On-the-Go

The Department hosted two conferences in June – the Annual Conference on Workers' Compensation Issues and the Mid-America Labor/Management Conference, both held at Tan-Tar-A resort in Osage Beach, MO.



*Lt. Governor Joe Maxwell speaks to a luncheon group at the Mid-America Labor/Management Conference.*



*Conference goers check out the vendor exhibit area at the Annual Conference on Workers' Compensation Issues.*



*Leon Lawson of the Missouri Workers' Safety Program conducts a seminar session at the Annual Conference on Workers' Compensation Issues.*

Many Department employees contributed their time and effort to making these conferences run smoothly and successfully.



## Big Birthday Wishes

Judge Ken Cain stands beside the result of the good wishes of his co-workers on his recent birthday. His co-workers honored him with the larger than life birthday greeting and a lunchtime roasting, for which they were joined by local attorneys.

*Cain is chief administrative law judge for the Division of Workers' Compensation in Kansas City.*

## Quote of the Month

**"Opportunity is missed in most people because it is dressed in overalls and looks like work."**

*– Thomas Alva Edison*



## Caring Communities Partnerships Survive Fiscal Year 2003 Budget Cuts

The state of Missouri is experiencing unprecedented budget challenges. Some of the state's programs and initiatives have been reduced and others have been discontinued. Caring Communities has not been immune to these challenges, but as a result of the efforts of communities and state agencies the program did survive the fiscal year 2003 budget process.

The final budget recommendation of \$18.3 million signed by the Governor on June 26, 2002 reflects the strong bipartisan support that galvanized around continuation of the Caring Communities initiative. This support was created by the good work occurring in communities and the effectiveness in communicating these successes.

Kathy Martin, director of the Missouri Department of Social Services said, "When I was asked about continuing Caring Communities funding in a time of major budget cuts I always responded that now more than ever the state needs community partners to serve as our eyes and ears, and to help minimize the impact of these budget cuts on our communities and the children and families living there."

The \$18.3 million appropriation does reflect a significant reduction in funding for most Caring Communities partnerships. However, neighborhoods and community members are meeting with community leaders, the faith community, business owners and representatives of other agencies to identify ways to restructure and be the most effective.

Melissa Haddow, executive director of the Community Partnership of the Ozarks in Springfield, Missouri stated, "We have faced the cuts with the reality that our community must continue to change in order to meet the needs of families. We are moving forward, in a significantly different way, but keeping an eye to our past success as a guide."

*Neet McCowen is Caring Communities Coordinator for the Department. To reach her, please call (573) 751-3817.*

## DUNN'S SAFETY TIPS — BEAT THE HEAT

Summer sun and fun in Missouri means some of us may be at risk to suffer from heat related illnesses. Those who are obese, older or have circulatory or pulmonary problems need to be especially careful during these hot, muggy months.

### **Tips for Avoiding Heat Related Illnesses:**

- \* Discard extra clothing and avoid excessive food intake.
- \* Pay attention to adequate water and salt intake. Always have drinking water available.
- \* Take it easy when working or playing outside—plan hard work for the coolest part of the day, pace yourself and take frequent short breaks.
- \* Avoid excessive use of alcoholic beverages, which can cause dehydration.
- \* Be able to recognize the symptoms of heat disorders.
- \* Consult physician if you are on a low sodium diet or taking certain medications (for example, medicine to control blood pressure and diuretics).

### **Symptoms of Heat Cramps**

- \* Muscle cramps, painful spasms in legs or abdomen.
- \* May feel faint; profuse perspiration is evident.

### **First Aid for Heat Cramps**

- \* Move to a cool environment.
- \* Give cool salt and sugar water or commercial electrolyte solution and treat for shock.

### **Symptoms of Heat Exhaustion**

- \* Pale, clammy skin, profuse sweating, rapid breathing and rapid, weak pulse.
- \* Nausea, weakness, dizziness, and/or headache.

### **First Aid for Heat Exhaustion**

- \* Move to a cool and comfortable place, but do not allow chilling.
- \* Loosen clothing. If fainting seems likely, lie victim down, feet elevated 8 to 12 inches.
- \* Fan to cool or wipe face with a cool, wet cloth. Treat for shock.

### **Symptoms of Heat Stroke**

- \* Skin is flushed, very hot and dry. Sweat is absent.
- \* Strong, rapid pulse that may become weak and rapid as condition worsens.
- \* Respiration is rapid and deep, followed by shallow breathing.
- \* The victim rapidly becomes unconscious and may experience convulsions.

### **First Aid for Heat Stroke**

- \* Keep an open airway, move to cool environment and remove as much clothing as possible.
- \* Use cold applications on head and body. Immerse in cool bath if possible.
- \* Wrap in cool sheet, use fan if available.
- \* Get victim medical help immediately. Watch for relapses and repeated elevated temperatures. Treat for shock.

*Steve Dunn is the Department's Safety Coordinator.  
He is also Director of the Mine and Cave Safety and Health Consultation Program for the Division of Labor Standards.*

## Saying Goodbyes

June brought the retirement of two dedicated managers from DOLIR—Tom Pfeiffer, department deputy director, and Marilyn Hutcherson, Division of Employment Security deputy director.



*Tom Pfeiffer at his retirement send-off party good-naturedly sports his new chef-in-training outfit, courtesy of his co-workers.*

Farewell and best wishes to both Tom and Marilyn as they begin this new chapter in their lives.



*Marilyn Hutcherson and Gracia Backer at the podium during the farewell ceremony for Marilyn.*

## Paul Rothove is May Employee of the Month



Paul Rothove, Research Analyst IV with the Division of Employment Security has been selected May 2002 Employee of the Month.

Rothove's co-workers call him "extremely conscientious and very self-motivated." They cite the fact that his expertise creating computer databases to streamline work for Employer Accounts, Collections and Liability units, as well as the regional claims centers and the Benefits Section has saved the Division significant time and money.

In addition, they add that his efforts have had a positive effect on the morale of Division staff whose work he has made more manageable.

## St. Louis Office of the Missouri Commission on Human Rights Moves to New Location

The St. Louis office of the Missouri Commission on Human Rights (MCHR) has relocated to 505 Washington Avenue in downtown St. Louis. Phone numbers for the office will not change.

The move will save the Department of Labor and Industrial Relations money in both rent and parking fees.

The Missouri Commission on Human Rights enforces the Missouri Human Rights Act, which makes it illegal to discriminate in places of employment, public accommodations and housing. The Commission develops, recommends and implements ways to prevent and eliminate discrimination that is based on race, color, religion, national origin, ancestry, sex, physical/mental disability, age (in employment) and familial status (in housing). They investigate discrimination complaints and provide training on human rights issues to public and private employers, businesses, organized groups, school districts and housing providers.

# LIFESTYLES

## Retirees from June 2002

### *Administration*

**Thomas Pfeiffer**, DOLIR Deputy Director

### *Division of Workers' Compensation*

**Barbara Reed**, Office Support Assistant

**Sheryl Shepard**, Court Reporter II

**Patricia Tracy**, Office Support Assistant

### *Division of Employment Security*

**Minnie Davis**, Clerk III, Benefits

**Marilyn Hutcherson**, Assistant Director, Unemployment Insurance Operations

**Nancy Miller**, Labor and Industrial Relations Manager, Unemployment Insurance Programs

**Brenda Schmelzle**, Claims Technician I, St. Louis Regional Claims Center

**Terrie Suarez**, Unemployment Insurance Auditor III, Contributions Field

## New Employees from June 2002

### *Division of Workers' Compensation*

**Deborah Bell**, Office Support Assistant

### *Division of Employment Security*

**Regina Fordyce**, Contributions Technician I, Employer Contributions

**Starlet Ritter**, Office Support Assistant, Employer Contributions

**Jonathan Spurlock**, Claims Technician I, Jefferson City Regional Claims Center

## Promotions from June 2002

### *Administration*

**James Meyer**, Computer Information Technology Specialist I, Information Systems

### *Division of Workers' Compensation*

**Tammy Maasen**, Clerk IV

### *Division of Employment Security*

**Deborah Adkins**, Claims Supervisor III, Jefferson City Regional Claims Center

**Marsha Heater**, Unemployment Insurance Auditor II, Contributions Field

**Linda Kirby**, Unemployment Insurance Auditor II, Contributions Field

**Beverly Stewart-Anderson**, Unemployment Insurance Auditor II, Contributions Field

**Susan Wood**, Unemployment Insurance Auditor II, Contributions Field

# REFLECTIONS

## *Marilyn Hutcherson*

retired June 30, 2002 after more than 27 years of service to the Department. Hutcherson worked as Assistant Director of Unemployment Insurance Operations in the Division of Employment Security in Jefferson City.



According to Hutcherson, she has no single fondest memory of her time with the Department, but collectively, she will remember how DES employees consider themselves "family."

"So much has happened in the Division during the past 28 years," Hutcherson said. "Unemployment weekly claims that were posted on hard copy claims documents in local offices and processed by key-punched cards have transitioned to telephone and Internet claims filing with benefit checks mailed only one day after a payable week is claimed. The paper intensive tax operations and microfiche employer records have progressed to imaged files and work assignments maintained in automated queues. Soon, employers' wage reports will be received via the Internet. Each incremental step has helped us provide better service to employers and workers."

"The past successes are directly related to the positive attitudes of DES employees," Hutcherson adds. "Although the employees have and will change, the culture that enables such progress seems to pass from 'generation to generation' of the DES family."

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**Terrie Suarez** retired June 30, 2002 after more than 29 years of service to the Department. Suarez worked as an Unemployment Insurance Auditor III in the Division of Employment Security's Contributions Field office in Springfield, MO.

"Since my mother, Arline Foster, was working for Employment Security when I was born, this agency has always been a part of my life," said Suarez.

She adds, "For this reason, it's hard to pick a single fondest memory. It's harder to think that I will no longer have a personal connection with this agency. Through my years with the Division, I've had many different jobs in three different locations. I've met many wonderful people throughout the state and made a lot of friends. My hope is for everyone who retires to look back on their years here and be able to say, as I am, 'it's been worth it.'"

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